IN THE SPECIFICATION:

Please amend the Specification as follows. Added text is underlined and deleted text is struck through.

Please replace the first full paragraph beginning on page 9 with the following paragraph:

The RMS may also interact with reservation agent terminals 80 having a graphical user interface 85 and not associated with a GDS. An example of this scenario would be a consumer <u>40</u> calling a hotel directly and making a reservation. The hotel reservation agent, using the terminal 80 can make the reservation using the RMS 10.

Please replace the second full paragraph beginning on page 9 with the following paragraph:

Other possible access scenarios include a consumer using his or her PC (<u>Internet</u> ~~internet~~ access device 50) running an Internet browser 55 such as Netscape Navigator or Microsoft Internet Explorer (no special browser/client software is necessary) to access RMS 10 to make a reservation. Internet access device 50 may communicate directly over the Internet with RMS 10 through a web server 65 or communication may occur through a standalone reservation service system 75.

Please replace the last paragraph on page 9 with the following paragraph:

Figure 3 illustrates databases that may exist in connection with the GRTMS of the present invention. For example, the RMS databases 250 may include an inventory and pricing database 310, a customer profile database 320, an agent information database <u>330</u> and a reservations database 340. These databases and the way they are used is discussed in detail below. Other databases may also be added depending upon the particular implementation and operation desired.

Please replace the first full paragraph beginning on page 13 with the following paragraph:

Essential (mandatory) stay information for a temporary reservation consists of: hotel, arrive date, departure date (or number of days in stay), number of persons and number of rooms. The values of number of persons and number of rooms must be unambiguous (e.g., one cannot have 3 persons and two rooms). If the number of rooms requested is more than some maximum number set by the chain (e.g., 20), then supervisory confirmation of the number is required of the Voice Agent. The reservation may be guaranteed by any method valid for that hotel. Additional, but not mandatory, information for the reservation are: Number of adults and children. In some countries, there are taxable and tax-free adults and children.

Please replace the second full paragraph beginning on page 31 with the following paragraph:

The present invention uses this particular organization of inventory 400 to properly allocate its resources among its guests. At each of the levels of attribute combinations in inventory 400, the present invention tracks the number of rooms available at each level on each given day. For example, assume no rooms are presently reserved for a particular day and inventory 400 4000 includes 100 rooms. ROH inventory likewise includes 100 rooms. Assuming that three quarters of the rooms in inventory 400 have an ocean view (and also that this is at least one mutually exclusive distinguishing feature between "M" and "N"), first level attribute combination "M" represents 75 rooms while first level attribute combination "N" represents the remaining 25 rooms. Likewise, of the 75 rooms with ocean views a portion are non-smoking rooms as well. These rooms are represented and tracked by second level attribute combination "B." Similarly, the remaining attribute combinations track the number of rooms in inventory 400 that correspond to their particular attributes.

Please replace the second full paragraph beginning on page 32 with the following paragraph:

In this manner, inventory 400 is tracked based on each guest's requests to properly allocate inventory 400 among the guests. In the event that a guest requests features that are no longer available, the ~~guests~~ guest's requests must be refused or otherwise accommodated as discussed below.